

## Case Study: Managed Document Review

Fortune 100 pharmaceutical company achieves **70% litigation cost savings** with efficient document review process



### Overview

As big pharma faces government and public scrutiny, many pharmaceutical companies are seeing an uptick in litigation, driving an increased emphasis and need for cost savings so they can focus on what they do best — developing and manufacturing medicine to improve the health and wellbeing of patients. Hiring attorneys to review large quantities of documents is one of the costliest aspects of any litigation. One Fortune 100 pharmaceutical company discovered a better way to manage rising litigation costs with the help of Integreon, an alternative legal service provider (ALSP).



### Challenge

#### Growing Volumes of Documents and Big Data

To reduce exploding litigation spend due to the exponential growth of data, the company set out to find a document review partner that could help improve workflow efficiency to reduce costs associated with litigation while maintaining high quality and consistency. They also determined they needed expertise to construct a workflow capable of tackling these challenges and selected Integreon to provide document review services.



### Solution

#### Staged Document Review Process

To begin, Integreon worked closely with the company to design a staged document review process, keeping six fundamental principles in mind:

##### 1. Only reviewing what is necessary

To ensure time and effort are optimized review longest email threads and deduped document populations.

##### 2. Copying calls to duplicates and lesser threads

To ensure consistency in coding across the full document universe.

##### 3. Incorporating analytics for even more savings and efficiency

Employ a search hit-only review, Continuous Active Learning, and prioritized review to optimize the review process further.

##### 4. Deduping and propagating

In addition to only reviewing what is necessary, other workflows are also deduped then propagated to duplicates and similar documents, including redactions and privilege log entries. This process dramatically reduces the document population requiring review and redaction.

## 5. Leveraging Integreon's delivery centers for the best outcomes

We use the staged review process across multiple Integreon delivery centers around the world (Austin, New York City, Charlotte, London, Manila, Mumbai, and Noida) to ensure that we select the right location for multiple language reviews, redaction, and privilege logging.

## 6. Establishing a predictable and efficient cost structure

To meet the client's needs, Integreon offers per document, per page, and per entry fees.

- Easy to calculate costs at the outset and control the budget (no hourly fees).
- Project management time, QC time, and team lead time are all bundled into predictable pricing.
- The option to charge hourly for harder-to-predict work items. For example, review of audio files or native redactions of Excel files.

Furthermore, to ensure there are no surprises in billing, Integreon always gets approval before incurring any non-standard costs.



## Results

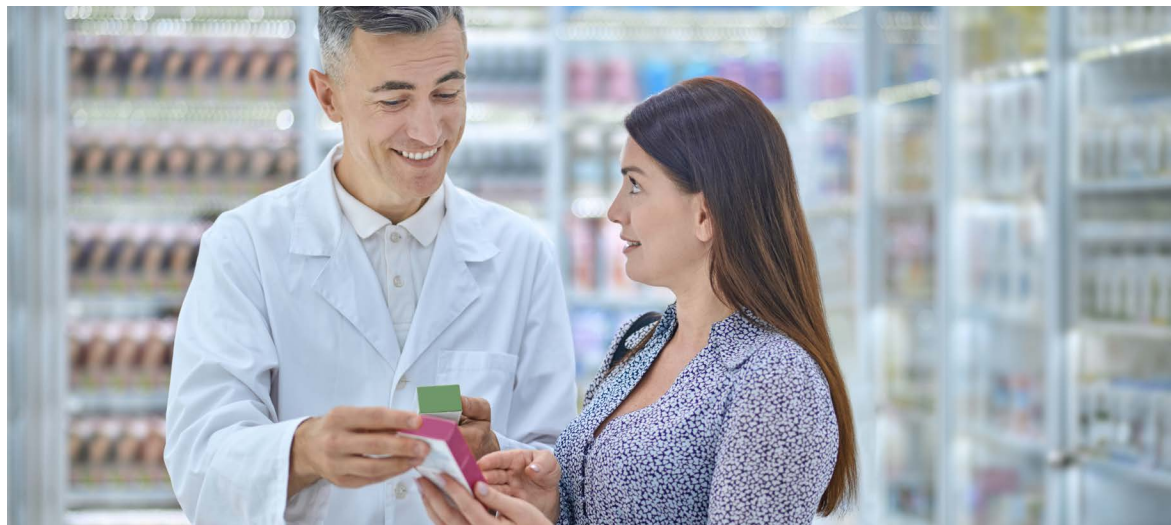
### Significant Cost Savings from Improved Workflows, Fewer Documents Requiring Review, and Near-Shoring

Throughout a seven-year partnership, Integreon has helped the pharmaceutical company achieve **70 percent litigation cost savings** for their client, playing an integral role in:

- Reviewing over 15 million documents
- Redacting over 19 million pages
- Working more than 400,000 project hours
- Reviewing documents in over 28 languages

Integreon's ability to execute a staged review process enabled the pharmaceutical company to significantly reduce costs via a reduced document review population, saving the company enormous time and cost associated with content reviews while achieving greater accuracy and consistency.

Through close collaboration and communication, Integreon and its client continue to explore opportunities to implement innovations and improvements.



**Learn how Integreon can help your organization do more and do it better.**

Contact us today at [info@integreon](mailto:info@integreon) or visit [integreon.com](https://integreon.com).



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